

Item #	Item	Billable Unit	Rate	Description of Product/Service
<b>Data Center &amp; Hosting Services</b>				
<b>Exchange E-Mail</b>				
680	Exchange E-mail-Education	Per Month, Per User	\$4.25	
681	Exchange E-mail-Government	Per Month, Per User	\$5.50	
682	Exchange E-mail-Additional Storage	Per 5 MB	\$0.02	Useful for saving more of your emails over longer time
685	Large File Attachment Capabilities	Per Month, Per User	\$5.00	For any mailbox that has more than the default 5MB attachment limit set.
689	Blackberry Service/Gateway	Per Month, Per User	\$11.50	
<b>Microsoft Domain &amp; Active Directory</b>				
683	MS Domain & Active Directory Services	Per Month, Per User	\$4.00	This service is appropriate when customers don't maintain their active directory domain server.
<b>Sharepoint Hosting</b>				
SHAREPT CAL	Sharepoint CAL	Per Month	\$4.00	Contact your Account Representative for more details
SHAREPT AE	Sharepoint Hosting - Agency External	Per Month	\$300.00	Contact your Account Representative for more details
SHAREPT AI	Sharepoint Hosting - Agency Internal	Per Month	\$220.00	Contact your Account Representative for more details
SHAREPT IA	Sharepoint Hosting - Interagency	Per Month	\$300.00	Contact your Account Representative for more details
SHAREPT SA	Sharepoint Hosting - State Applications	Per Year (Plus subscription to a State SharePoint Hosting Plan)	\$2,100.00	Contact your Account Representative for more details
<b>Dedicated Server Hosting</b>				
208	SQL Dedicated Cluster	Per Month	\$2,600.00	Dedicated Cluster is for customers who want or need exclusive access to all resources in a cluster, including the passive node.
209	SQL Dedicated Node	Per Month	\$2,100.00	Dedicated Node - Shared Cluster is for customers who need a dedicated server running SQL, but can share the passive node.
210	SQL Shared Node	Per Month	\$950.00	Shared Node is for customers who need SQL services but do not require dedicated servers, and can share server resources with other customers.

Item #	Item	Billable Unit	Rate	Description of Product/Service
755	Dedicated Server Hosting - Band 1	Per Month	\$350.00	Dedicated Server Hosting (Dual Processor Edition) offering is for customers who want a comprehensive hosting solution. Services include one dedicated dual processor server (dual 3.2 GHz minimum), with dual hard drives (dual 73 GB minimum) configured in a hardware based RAID-1 array, with minimum 2 GB of RAM. For more information please contact your account representative.
756	Dedicated Server Hosting - Band 1	Per Device	\$750.00	Initial setup fee
758	Dedicated Server Hosting- Band 2	Per Month	\$525.00	Dedicated Server Hosting (Dual Processor Edition) offering is for customers who want a comprehensive hosting solution. Services include one dedicated server with quad core processing, with dual hard drives (Dual 73 GB minimum) configured in a hardware based RAID-1 array, with minimum 8 GB of RAM. For more information please contact your account representative
761	Dedicated Server Hosting- Band 2	Per Device	\$750.00	Initial setup fee
759	Dedicated Server Hosing- Band 3	Per Month	\$650.00	Dedicated Server Hosting Band 3 offering is for customers who want a comprehensive hosting solution. Services include one dedicated server with quad core processing, dual hard drives (Dual 73 GB minimum) configured in a hardware based RAID-1 array, with minimum 16 GB of RAM. For more information please contact your account representative.
762	Dedicated Server Hosting- Band 3	Per Device	\$800.00	Initial setup fee
760	Dedicated Server Hosting- Band 4	Per Month	\$1,025.00	Dedicated Server Hosting Band 4 offering is for customers who want a comprehensive hosting solution. Services include one dedicated "four socket" server, with dual hard drives (Dual 73 GB minimum) configured in a hardware based RAID-1 array, with minimum 16 GB of RAM. For more information please contact your account representative.
763	Dedicated Server Hosting- Band 4	Per Device	\$1,000.00	Initial setup fee
180	Unix Processing Systems	Per Processor	\$1,200.00	Service includes: Environmental(s) including heating/air, space, and power with 24X7 coverage; Connection to DIS data center infrastructure; Hardware maintenance, Software Licensing and maintenance (includes OS software, database software, and some application and/or presentation software); Software support line; connectivity to enterprise storage (usage is charged separately); firewall protection with customer input; regular security vulnerability scanning.
184	Linux Processing	Per Processor	\$450.00	Service includes: Environmental(s) including heating/air, space, and power with 24X7 coverage; Connection to DIS data center infrastructure; Hardware maintenance, Software Licensing and maintenance (includes OS software, database software, and some application and/or presentation software); Software support line; connectivity to enterprise storage (usage is charged separately); firewall protection with customer input; regular security vulnerability scanning.

Item #	Item	Billable Unit	Rate	Description of Product/Service
182	Wintel Processing Systems	Per Processor	\$450.00	Service includes: Environmental(s) including heating/air, space, and power with 24X7 coverage; Connection to DIS data center infrastructure; Hardware maintenance, Software Licensing and maintenance (includes OS software, database software, and some application and/or presentation software); Software support line; connectivity to enterprise storage (usage is charged separately); firewall protection with customer input; regular security vulnerability scanning.
815	Verisign SSL Certificate	Per Server/Per Year	\$900.00	Verisign SSL Certificate (Secure Website Communication – Per Server For 1 YR)

### Customer Equipment Hosting

BDC-Shared Rack 1 Rack	Backup Data Center Shared	Per month	\$1,250.00	
BDC-Shared Rack 1U	Backup Data Center Shared	Per Month	\$60.00	
BDC-Shared Rack Setup	Backup Data Center Shared	Per Device	\$250.00	
764	Shared Rack Service 1U	Per Month	\$60.00	The shared rack rate offering is for customers who want to house servers and/or peripherals they already own in the DIS data center, but do not need a full rack worth of space. For more information please contact your account representative
765	Shared Rack Service 1U (1-Time)	Per Device	\$500.00	Initial setup fee
766	Shared Rack Service 2U (1 - Time)	Per Device	\$600.00	Initial setup fee
767	Shared Rack Service 4U (1-Time)	Per Device	\$750.00	Initial setup fee
768	Dedicated Rack Service	Per Month	\$1,150.00	The dedicated rack rate offering is for customers who want to house racks of computer equipment they already own in the DIS data center. For more information please contact your account representative
769	Dedicated Rack Service	Per Rack	\$1,350.00	Initial setup fee

### Virtualized Hosting

1VMLINMEM	Intel Virtual Machine – Linux OS 512 MB RAM	Per Month	\$15.00	Contact your Account Representative for more details
1VMLINCPU	Intel Virtual Machine – Linux OS Virtual CPU	Per Month	\$25.00	Contact your Account Representative for more details
1VMRHMEM	Intel Virtual Machine – Linux RH 512 MB RAM	Per Month	\$15.00	Contact your Account Representative for more details

Item #	Item	Billable Unit	Rate	Description of Product/Service
1VMRHCPU	Intel Virtual Machine – Linux RH Virtual CPU	Per Month	\$40.00	Contact your Account Representative for more details
1VMWINMEM	Intel Virtual Machine – Windows 512 MB RAM	Per Month	\$15.00	Contact your Account Representative for more details
1VMWINCPU	Intel Virtual Machine – Windows Virtual CPU	Per Month	\$65.00	Contact your Account Representative for more details
REMOTE1USER	Remote Assistance Tool (per concurrent user)	Per Month	\$190.00	Contact your Account Representative for more details

### Mainframe Services

201	Transaction Processing - Day time	CPU Second	\$0.83	Cost for day time on-line transaction processing. Day time processing hours are normal business days from 8:00 a.m. through 4:30 p.m.
204	Transaction Processing - Night time	CPU Second	\$0.52	Cost for night time on-line transaction processing. Night time processing hours are holidays, weekends and from 4:30 p.m. through 8:00 a.m. nightly.
338	Focus Processor Time	CPU Second	\$0.64	Cost for Mainframe System Processing per second
1	CPU Usage - Day time	CPU hour	\$1,000.00	Cost for day time batch job processing. Day time processing hours are normal business days from 8:00 a.m. through 4:30 p.m.
8	CPU Usage - Night time	CPU hour	\$615.00	Cost for night time batch job processing. Night time processing hours are holidays, weekends and from 4:30 p.m. through 8:00 a.m. nightly.
31	Minimum Job Charge	Per Job	\$1.00	Contact your Account Representative for more details

### Electronic Surveys

EST	Electronic Survey Tool	Per Survey	\$100.00	Electronic Survey Capabilities. Please contact your Account Representative for more details.
-----	------------------------	------------	----------	--

### Network Services

### Operational Services

656	Mailing List Services	Per Month, Per List	\$25.00	Automated email distribution group. Subscribe to a distribution list environment.
027	Laser Printing	Per Month	\$3.35	

### Professional Services

161	Labor - Software Development	Per Hour	\$85.00	Programming Services per customer specifications/ integration services.
-----	------------------------------	----------	---------	---

Item #	Item	Billable Unit	Rate	Description of Product/Service
162	Labor - Project Management	Per Hour	\$80.00	Certified Project Managers to schedule, manage, and facilitate the direction, budget, and cost of your project.
164	Labor - Network Management	Per Hour	\$54.00	Network Administration, Monitor and Support, Connectivity Management.
165	Labor - Host/ Server Management & Support	Per Hour	\$80.00	System Administrator & Database Administration Support for hosting installation and maintenance.
166	Labor - End User/ Desktop Support	Per Hour	\$45.00	Technicians to perform desktop support across the state.
167	Labor - Data Warehouse	Per Hour	\$85.00	Customized data warehousing and document imaging development.
169	Labor - Security Services	Per Hour	\$69.00	Comprehensive security consulting
WEBDEV	Website Development	Per Website	-----	Contact your Account Representative for more details.

### Imaging Services/Forms & Workflow

207	Scan License	Per Month, Per List	\$300.00	
206	Data Repository	Per Month	\$0.10	Hosting and Support for imaging repository based on data volume
179	Imaging- Web Access	Per Month, Per User	\$8.25	Enterprise Imaging System. Web Access License Only/ Exclusive of data storage.
177	Imaging- Client Access	Per Month, Per User	\$10.00	Enterprise Imaging System. Client License Only/Exclusive of data storage.
178	Imaging- Workflow	Per Month, Per User	\$9.00	Added functionality for information reporting and management.

### Storage & Backup Services

#### Data Warehouse & Reporting

171	Data Warehouse Data Mart	Per MB	\$0.30	Hosting and Support for data mart based on data volume
173	Data Warehouse - Web Access	Per Month, Per User	\$8.75	Enterprise Management Reporting System. License Only/ Exclusive of data storage.
170	Data Warehouse - Client Access	Per Month, Per User	\$60.00	Enterprise Management Reporting System. License Only/ Exclusive of data storage.
174	Data Warehouse - Design/Supervisor	Per Month, Per User	\$105.00	Enterprise Management Reporting System. Designer & Supervisor Client License.

#### Enterprise Data Storage

311	Dedicated DASD	Per GB	\$0.60	Hard Drive Storage. Note: an alternative calculation - \$3.25/ per GB
318	Storage - Tape	Per GB	\$0.155	Storage on a Tape Device

### Voice Services



Item #	Item	Billable Unit	Rate	Description of Product/Service
<b>Centrex (Rates effective 7-1-12)</b>				
1FB	Business Line	Per Month	\$78.10	
1FLIP	VOIP Business Line	Per Month	\$78.10	
ACDL	ACD Agent Line	Per Month	\$49.40	Standard phone station for use within call group with ACD features. Installation not included. <i>(Must have Centrex line)</i>
ADN	Add'l Directory #	Per Month	\$1.00	
ATT - ESM	Call Forwarding Variable	Per Month	\$7.10	
ATT - FPQ	Simultaneous Call Forward	Per Month	\$5.50	
CCMIS	CTX Call Mgmt Info System	Per Month	\$5.20	
CLSUP	ACD Supervisor Line	Per Month	\$71.50	Programmable station with A C D features and cable of call monitoring. Installation not included.
CLT	Commercial Listing Windstream	Per Month	\$12.20	
CTXA	Analog Centrex Line	Per Month	\$7.30	Telephone station line in Pulaski, Saline and Faulkner counties. Installation not included.
CTXD	Digital Centrex Line	Per Month	\$7.30	Telephone station line in Pulaski, Saline and Faulkner counties. Installation not included.
CTXCF	Windstream Remote Call Forward	Per Month	\$4.60	
PX1A	Outstate Centrex Analog Line	Per Month	\$32.40	Telephone station line outside Pulaski, Saline and Faulkner counties. Installation not included.
PX1D	Outstate Centrex Digital Line	Per Month	\$32.40	Telephone station line outside Pulaski, Saline and Faulkner counties. Installation not included.
UCD	UCD Group	Per Month	\$26.30	
<b>DIS Telephone Equipment (Rates effective 7-1-12)</b>				
M522	M522 22 Button Expansion	Per Month	\$0.25	Digital feature, 16 programmable keys phone set with 22 additional programmable keys
M5316	Digital Telephone Set	Per Month	\$0.70	Digital feature, 16 programmable key phone set.
M9316	Analog Telephone Set	Per Month	\$0.25	Single line analog phone set
<b>Long Distance</b>				
800SRVC	Megacom 800 Service Usage	Per Minute	\$0.64	Contact your Account Representative for more details
LD	Outbound Long Distance	Per Minute	\$0.07	Long distance service minute usage rate.
<b>Voice Mail</b>				

Item #	Item	Billable Unit	Rate	Description of Product/Service
VM	Voice Mailbox	Per Mailbox, Per Month	\$2.25	Voice mail offering now offers new and improved features. Please see your account representative for additional advanced voicemail features.

#### Automated Audio Conferencing (Rates effective 7-1-12)

N/A	Automated Audio Conferencing (Domestic)	Per Minute/Per Person	\$ 0.07	Automated Audio Conferencing is available at a moment's notice 24 hours a day, 365 days a year (Meet On Demand). This service eliminates the need to make a reservation for those day-to-day conference calls
N/A	Operator Assisted Audio Conferencing	Per Minute/Per Person	\$ 0.21	Participants dial in to a pre-assigned number and are assisted by an operator. This service allows participants to call in from anywhere within the US at no additional charge (international callers pay their own long distance rates) while allowing all charges to be billed to the conference chairperson. A reservation is required and should be made at least 24 hours in advance. Call 1-800-209-8297 to make a reservation.
N/A	Web Conferencing (Domestic)	Per Minute/Per Participant	\$ 0.26	Data conferencing through the internet to facilitate presentations, collaboration meetings and remote training.
N/A	Listen Only Mode		No Charge	The moderator may choose to mute all participants, or selected participants during all or part of the conference. This is recommended especially for large calls.
N/A	Music on Hold		No Charge	While the conference is being assembled participants will hear music on hold.
N/A	Roll Call		No Charge	Performed by a 3DVE Operator to verify attendance and identify participants for the benefit of the group.
N/A	Security Event Service		No Charge	It allows you to "lock" your call to ensure privacy. 3DVE's security feature locks out all additional participants, as well as 3DVE Operators.
N/A	Speaker Sub-Conference	Per Minute/Per Person	\$ 0.21	You may have your conference separated into smaller working groups before, during or after your group conference.
N/A	Question & Answer		No Charge	Process by which a large audience is managed during an interactive session. End users desiring to pose a question enter a code to place their line in queue.
N/A	Voting/Polling		No Charge	A method of obtaining electronic feedback from the audience. Results can be made public or secure.
N/A	Participant List	Per List	\$ 11.00	Reporting on those who are attending the meeting.
N/A	Recording of Audio Conference	Per minute/Per Person	\$ 0.10	Unlimited playback of recording for 30 days, must be initiated by moderator using *22 function.
N/A	CD Recording	Per Conference	\$ 11.00	Creating a CD of the meeting.
N/A	CD Duplicates	Per CD	\$ 11.00 + current FedEx shipping/ handling rates	Creating duplicate CDs

Item #	Item	Billable Unit	Rate	Description of Product/Service
N/A	Transcription	Per 60 Minute Increment	\$ 165.00	A paper or electronic based printout of what was discussed in the meeting.
N/A	Translation	Per 15 Minute Increment	\$ 50.00	Translating a foreign language in real-time or upon delay.
N/A	Operator Greeting		No Charge	Operator greets each caller and collects up to three fields of information.
N/A	Operator Dial-Out	Per Attempt	\$ 4.00	

### Internet Protocol (IP) Telephony (Rates effective 7-12-12)

IPSCA	IP Station Line Central AR	Per Month	\$10.90	Telephone station line includes Call Manager, powering Ethernet switch, UPS with minimum 2 hours reserve, dial tone and caller ID. Installation not included.
IPSOS	IP Station Line Non Central AR	Per Month	\$10.90	Telephone station line includes Call Manager, powering Ethernet switch, UPS with minimum 2 hours reserve, dial tone and caller ID. Installation not included.
IPUM	IP Unified Messaging	Per Month, Per User	\$3.30	Includes traditional Voice mail through the IP telephony phone set or can deliver your Voice mail as an E-mail to your state provided exchange E-mail inbox. Additional features available upon request.
1861VUM	Cisco 1861 Router W/Voice	Per Month, Per Router	\$180.00	Cisco IP Telephony router with unified messaging.
2801V	Cisco 2801 Voice Router	Per Month, Per Router	\$157.00	Cisco IP Telephony router
2811V	Cisco 2811 Router W/Voice	Per Month, Per Router	\$179.00	Cisco IP Telephony router
2821V	Cisco 2821 Router W/Voice	Per Month, Per Router	\$245.00	Cisco IP Telephony router
2851V	Cisco 2851 Router W/Voice	Per Month, Per Router	\$354.00	Cisco IP Telephony router
35XXP	VOIP Cisco 35XX Powering	Per Month	\$108.00	
37XXV	Cisco 3725 W/Voice	Per Month	\$392.00	
3825V	Cisco 3825 Router W/Voice	Per Month	\$468.00	
7910P	Cisco 1 Line IP Phone 7910	Per Month	\$6.00	
7912P	Cisco 1 Line IP Phone 7912	Per Month	\$6.00	
7914P	Cisco 14 Line IP Phone 7914	Per Month	\$8.20	
7920P	Cisco 1 Line Wireless 7920	Per Month	\$12.50	
7921P	Cisco 1 Line Wireless 7921	Per Month	\$12.50	
7925P	Cisco 1 Line Wireless 7925	Per Month	\$12.50	



Item #	Item	Billable Unit	Rate	Description of Product/Service
7936P	Cisco 7936 Conference Phone	Per Month	\$23.00	
7936X	Cisco 7936 Extension Mic	Per Month	\$4.75	
7937P	Cisco 7937 Conference Phone	Per Month	\$23.00	Contact your Account Representative for more details
7940P	Cisco 2 Line Phone 7940	Per Month	\$8.10	
7941P	Cisco 2 Line Phone 7941	Per Month	\$8.10	
7942P	Cisco 2 Line Phone 7942	Per Month	\$8.10	
7921G	Cisco Wireless 7921G Phone	Per Month	\$18.65	Contact your Account Representative for more details
7945G	Cisco 2 Line Color 7945G Phone	Per Month	\$9.10	Contact your Account Representative for more details
7960P	Cisco 6 Line Phone 7960	Per Month	\$9.50	
7961P	Cisco 6 Line Phone 7961	Per Month	\$9.50	
7962P	Cisco 6 Line Phone 7962	Per Month	\$9.50	
7965G	Cisco 6 Line Color 7965G Phone	Per Month	\$11.00	Contact your Account Representative for more details
7825G	Cisco Ruggedized Wireless 7925G Phone	Per Month	\$19.15	Contact your Account Representative for more details
7931G	Cisco Attendant Mini-Console 7931G Phone	Per Month	\$7.15	Contact your Account Representative for more details
7937P	Cisco 7937 Conference Phone	Per Month	\$21.25	Contact your Account Representative for more details
VOIPSOFT	Soft phone (plus IP station)	Per Month	\$2.30	Contact your Account Representative for more details
VOIPATA	IP - Analog Adapter (FAX)	Per Month	\$10.00	Contact your Account Representative for more details
VOIPPAGE	Paging (per station)	Per Month	\$0.45	Contact your Account Representative for more details
VOIPCUPS	Presence (plus UM)	Per Month	\$3.40	Contact your Account Representative for more details
VOIPUCCX	Call Center Agent	Per Month	\$38.00	Contact your Account Representative for more details
IPIVRAGENT	Cisco Call Center (Dtmf) Per Agent Rate	Per Month	\$56.00	

Item #	Item	Billable Unit	Rate	Description of Product/Service
IPIVRPORT	Cisco Ivr (Dtmf) Port Rate	Per Month	\$40.00	
7971G	Cisco 8 Line Color 7971	Per Month	\$14.40	Contact your Account Representative for more details
7975G	Cisco 8 Line Color 7975G Phone	Per Month	\$13.20	Contact your Account Representative for more details
IPCX	IP Contact Center Agent	Per Month, Per User	\$18.00	Provides IP Call Center capabilities.
PRIATT100NM	VOIP AT&T 100 Numbers	Per Month	\$15.30	
PRICOX	Cox PRI	Per Month	\$360.00	One time installation is \$590.00. Contact your Account Representative for more details
PRICOXBCH	Cox B channel	Per Month	\$25.00	Contact your Account Representative for more details
PRIATTBCH	VOIP AT&T B Channel	Per Month	\$21.80	
PRIATTC	AT&T PRI W/Caller ID (Comp)	Per Month	\$400.00	
PRIATTNOC	VOIP AT&T PRI W/ Caller ID	Per Month	\$650.00	
PRIC	Centurytel PRI W/23 B	Per Month	\$1,500.00	One time installation is \$3170.00. Contact your Account Representative for more details.
PRIC100NM	Centurytel 100 Numbers	Per Month	\$34.00	
PRIW100NMC	VOIP Windstream 100 Numbers	Per Month	\$29.40	
PRIW100NMI	VOIP Windstream 100 Numbers ILEC	Per Month	\$150.00	
PRIWBCH	VOIP Windstream B Channel	Per Month	\$16.90	
PRIWCA	VOIP Windstream PRI Centrex	Per Month	\$765.00	
PRIWCLEC	VOIP Windstream PRI CLEC	Per Month	\$225.00	
PRIWILEC	Windstream PRI ILEC	Per Month	\$1,580.00	
SW3550-12F	VOIP Cisco 12 Port Fiber	Per Month	\$294.00	Contact your Account Representative for more details
SW3560-48P	VOIP Cisco 48 Port POE Switch	Per Month	\$145.00	
SW3560-8P	VOIP Cisco 8 Port POE Switch	Per Month	\$32.70	
SW3750-12F	VOIP Cisco 12 Port Fiber	Per Month	\$294.00	
SW3750-48P	Cisco 48 Port Poe Switch	Per Month	\$147.00	

Item #	Item	Billable Unit	Rate	Description of Product/Service
VSW3750-48P	Cisco 48 port POE switch	Per Month	\$147.00	Voice Over IP
N/A	System Installation - Faulkner, Pulaski and Saline Counties	One Time	\$350.00	Initial installation only.
N/A	System Installation - All other areas	One Time	\$2,500.00	Initial installation only.
N/A	Telephone set Installation	Per Set	\$60.00	System Administrator and Technician support for installation of IP Telephony phone sets.
SW8P	8-Port POE Switch	Per Month, Per Switch	\$30.00	Cisco or equivalent 8 port power over ethernet LAN switch.
SW24P	24-port POE Switch	Per Month, Per Switch	\$100.00	Cisco or equivalent 24 port power over ethernet LAN switch.
SW48P	48-port POE Switch	Per Month, Per Switch	\$135.00	Cisco or equivalent 48 port power over ethernet LAN switch.